



Getting Started

HP Compaq Notebook Series

Document Part Number: 364592-001

January 2005

This guide explains how to identify and use the notebook hardware and software features, and how to locate additional help and support. Additional user information and instructions are provided on the *Notebook Documentation* CD included with your notebook.

Enhanced for accessibility.

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Hardware Setup



WARNING: This notebook is designed to run demanding applications at full power. As a result of increased power consumption, it is normal for the notebook to feel warm or hot when used continuously. To avoid potential discomfort or burns, do not block the air vents or use the notebook on your lap for extended periods. The notebook complies with the user-accessible surface temperature limits defined by the International Standard for Safety of Information Technology Equipment (IEC 60950).



CAUTION: To prevent file corruption and to ensure that the correct drivers are installed:

- Do not set up the notebook for the first time while the notebook is docked in an optional docking device.
 - During the hardware and software setup procedures:
 - ❑ Do not unplug the notebook from external power.
 - ❑ Do not shut down the notebook or initiate standby or hibernation.
-

For governmental agency and safety information, refer to the *Regulatory and Safety Notices* guide on the *Notebook Documentation CD*.

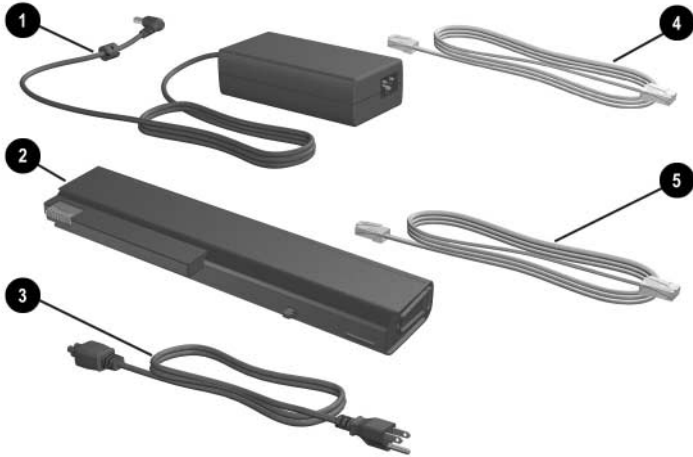
During hardware setup, you will

1. Identify the hardware you need to set up the notebook.
2. Insert the battery pack into the notebook so that the battery can begin to charge as soon as you connect the notebook to external power.
3. Connect the communication device (modem or network card) so you can register the notebook and operating system during software setup.
4. Connect the notebook to external power.
5. Open the notebook.
6. Turn on the notebook.

After you turn on the notebook, you will be prompted to begin software setup.

Step 1: Identify the Setup Hardware

To set up the notebook for the first time, you need the notebook, the AC adapter ❶, the battery pack ❷, the power cord ❸, and a network cable ❹ (purchased separately) or modem cable ❺.



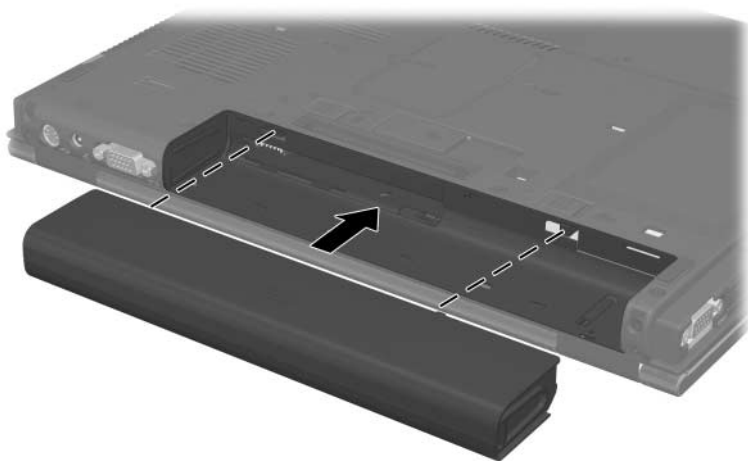
Step 2: Insert the Battery Pack

This notebook supports up to 2 battery packs:

- The primary battery pack is included with the notebook. The primary battery pack is a 6-cell lithium-ion battery pack that can be used only in the battery bay.
- The travel battery pack is an optional battery pack that can be attached to the bottom of the notebook.

To insert the primary battery pack:

1. Turn the notebook upside down with the rear toward you.
2. Slide the battery pack into the battery bay until it is seated.
(The release latch automatically locks the battery into place.)



Step 3: Connect the Communication Device

Modem

Your notebook has an internal modem, an RJ-11 (modem) jack, preinstalled modem drivers, and a modem cable. The modem cable must be connected to an analog telephone line.



CAUTION: Jacks for digital PBX systems may resemble analog (modem) jacks but are not compatible with the modem.

Jacks for analog telephone lines vary by country.

- If you are connecting the modem to a telephone line in a country where RJ-11 (modem) jacks are standard, follow the instructions in [“Connecting the Modem Cable,”](#) next in this chapter.
- If you are connecting the modem to a telephone line in a country where RJ-11 (modem) jacks are not standard, follow the instructions in [“Connecting the Modem with an Adapter,”](#) later in this chapter.



WARNING: To reduce the risk of electric shock, disconnect the modem from the telephone network before accessing an internal compartment of the notebook. Internal compartments include the memory module compartment, the battery bay, and the hard drive bay.

Connecting the Modem Cable

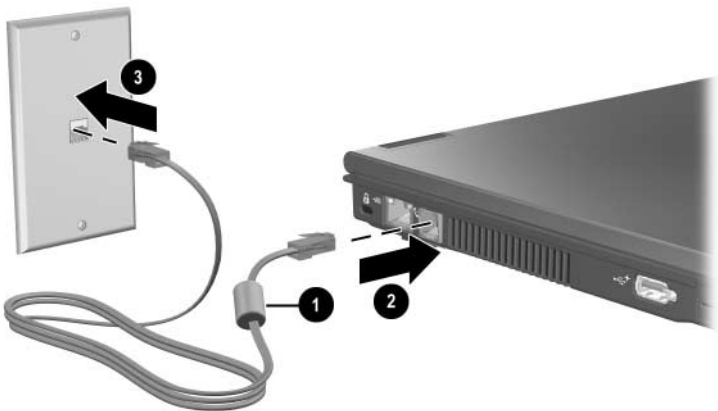
To connect the modem to an analog telephone line that has an RJ-11 (modem) jack:

1. If the modem cable contains noise suppression circuitry ❶, plug the circuitry end of the modem cable ❷ into the RJ-11 modem jack on the notebook.

⚠ To reduce the risk of electrical shock, fire, or damage to the equipment, do not plug a modem cable into a RJ-45 (network) jack.

2. Plug the other end of the modem cable into the telephone wall jack ❸.

🔧 Telephone wall jacks and modem cables vary in appearance by region and country.



Connecting the Modem with an Adapter

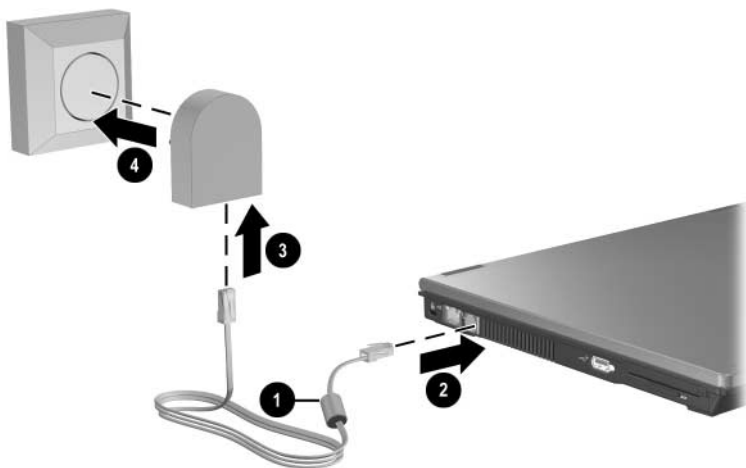
To connect the modem to an analog telephone line that does not have an RJ-11 (modem) jack:

1. If the modem cable contains noise suppression circuitry ❶, plug the circuitry end of the modem cable ❷ into the RJ-11 modem jack on the notebook.

⚠ To reduce the risk of electrical shock, fire, or damage to the equipment, do not plug the modem cable into a RJ-45 network jack.

2. Plug the modem cable into the country-specific modem adapter ❸.
3. Plug the country-specific modem adapter ❹ into the (modem) jack.

🔧 Telephone wall jacks and modem cables vary in appearance by region and country.



Network Card

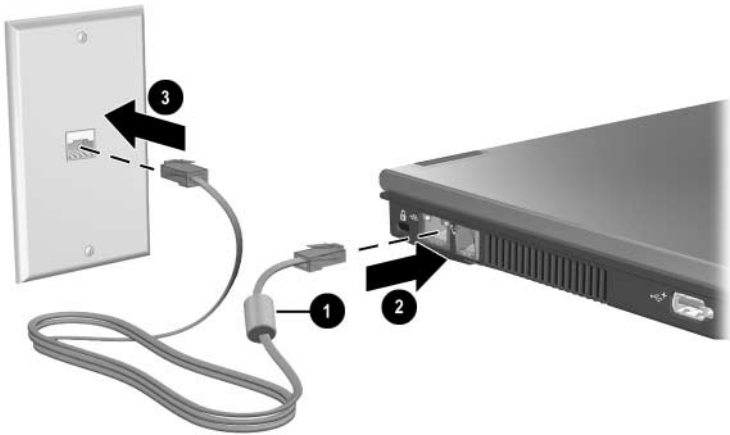
Your notebook has an RJ-45 (network) jack, an internal network interface card (NIC), and preinstalled network drivers.

Connecting a Network Cable

A network cable has an 8-pin RJ-45 network connector at each end and may contain noise suppression circuitry, which prevents interference with TV and radio reception.

To connect the network cable:

1. Confirm that the existing LAN supports Ethernet 10BASE-T/100BASE-TX/1000BASE-T connections.
2. If the network cable contains noise suppression circuitry ❶, plug the circuitry end of the network cable ❷ into the RJ-45 jack on the notebook.
3. Plug the other end of the cable ❸ into an RJ-45 wall jack.



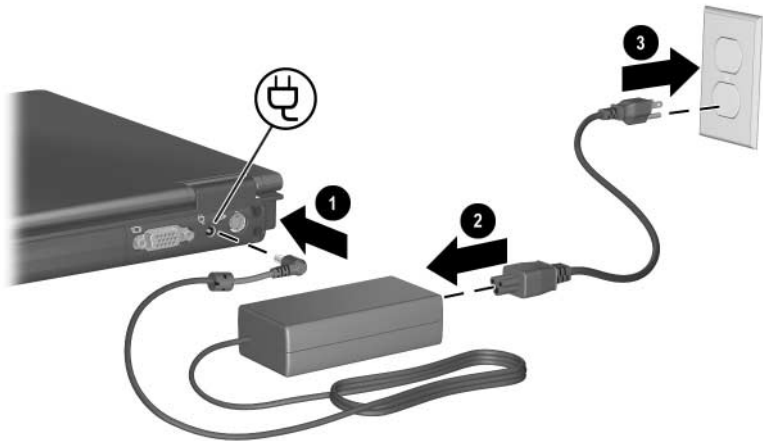
Step 4: Connect the Notebook to External Power



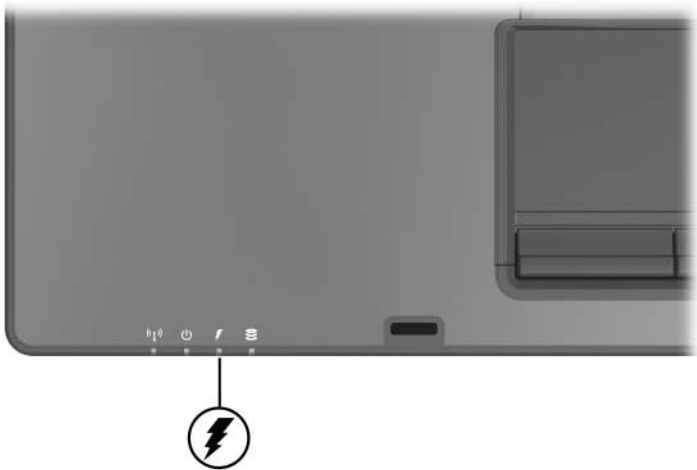
Only compatible AC adapters and battery packs should be used with the notebook. For additional information, visit the HP Web site at <http://www.hp.com> or use the *Worldwide Telephone Numbers* booklet (English only), included with your notebook, to contact Customer Care.

To connect the notebook to external AC power:

1. Plug the AC adapter cable ❶ into the power connector on the notebook.
2. Plug the power cord ❷ into the AC adapter, and then into the electrical outlet ❸.



When the notebook receives AC power, the battery pack begins to charge and the battery light is turned on. The color of the battery LED is amber when the battery is charging. The light changes from amber to green when it is close to full charge capacity. When the battery pack is fully charged, the battery light is turned off. For more information about the battery light, refer to “[Lights](#)” in [Chapter 4](#).

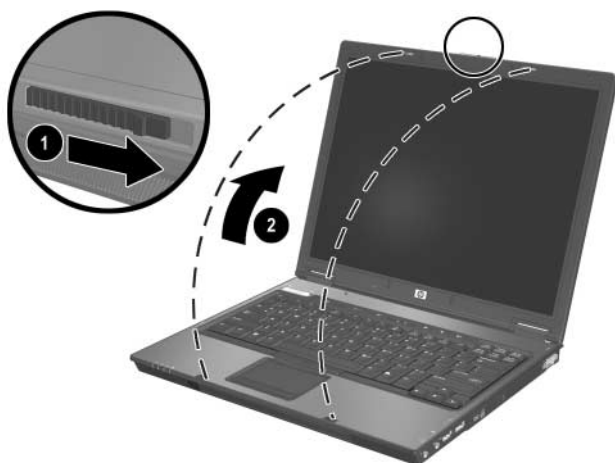


It is recommended that you leave the notebook connected to external power until the battery pack is fully charged and the battery light is turned off. A partially charged new battery pack can run the notebook after software setup is complete, but battery charge displays will not be accurate until the new battery pack has been fully charged.

Step 5: Open the Notebook

To open the notebook:

1. Slide the display release latch to the right **1** to release the display.
2. Raise the display **2**.



Step 6: Turn on the Notebook

To turn on the notebook:

- » Press and release the power button ❶.

The power light ❷ is turned on. After the system completes the startup process, you will be prompted to begin software setup. For information and instructions about the software setup procedure, refer to [Chapter 2, “Software Setup.”](#)



Software Setup



Read the information below before you begin the software setup wizard. After you respond to the setup prompt, you must complete the entire setup process without interruption. Setup time varies.

The software setup process allows you to

- Select regional preferences.
- Accept license agreements.
- Protect your notebook.
- Name your notebook.
- Register online.
- Create user accounts.

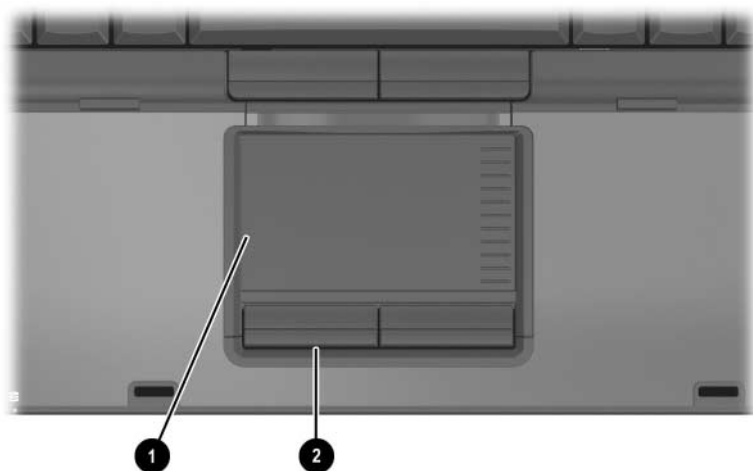
If you prefer not to register your notebook during software setup, you can do so at any time after software setup is complete. You can also change or add any settings you select or skip during the setup process. Although you can register and set preferences later, it is usually easier and faster to complete these tasks during software setup.

During software setup, it is normal for some notebook models to pause occasionally for several minutes. These normal pauses are indicated by an hourglass icon.



CAUTION: If you are prompted to select an operating system language *before* a page called Welcome to Microsoft Windows is displayed, choose carefully. On some models, the languages that you do not choose are deleted from the system and cannot be restored during software setup.

To move the cursor, slide your finger on the TouchPad **1** in the direction that you want to move the cursor. To select an item, move the cursor over the item, and then press the left TouchPad button **2**.



Welcome to Windows

The first page in the software setup wizard is Welcome to Microsoft Windows. This page introduces your Microsoft® Windows® operating system and explains the software setup navigation:

- To display additional information about the text on any wizard page:
Select the question mark icon in the lower-right section of the page or press the **F1** key on your keyboard.
- To continue to the next page:
Select the **Next** button in the lower-right corner of the page.
- To return to the previous page:
Select the **Back** button in the lower-left corner of the page. (This button is available only after the current page.)
- To skip a page without entering a preference:
Select the **Skip** button in the lower-right corner of the page. (This button is not available on all pages.)

Select Your Regional Preferences

Regional preferences are preset for the country in which you purchased the notebook. The next 2 pages prompt you to confirm or change the regional preferences:

- “How should dates and currency appear?”—Confirm or change the region and language preferences to format dates and currency.
Notice that regional versions of some languages are shown in parentheses after the language name.
- “What time zone are you in?”—Confirm or change your time zone.
You can select or deselect the check box for the notebook clock to automatically adjust to daylight saving time.

Accept the License Agreements

In the End-User License Agreement (EULA) page, you must accept both the Microsoft End-User License Agreement and the HP Software Product License Agreement to continue with software setup.

- To accept both agreements:

Select **Yes, I accept them**, and then select **Next**.

- To decline both agreements:

Select **No, I don't accept them**, and then select **Next**.

If you decline both agreements, you will not be permitted to use the installed software. On the following page you will be offered only 2 options: You can choose **Back** to return to the End-User License Agreement page or choose **Shutdown** to turn off the notebook. When you start the notebook after selecting **Shutdown**, the Welcome to Windows page is displayed and you must again begin software setup.

Protect Your Notebook

When your notebook is connected to the Internet, Microsoft can automatically update your system with the latest security updates, critical updates, and service packs.

- To enable Automatic Updates:

Select **Help protect my PC by turning on Automatic Updates now**.

- To disable Automatic Updates or to enable it later:

Select **Not right now**.

Name Your Notebook

If you plan to include your notebook on a network, your notebook must have a unique name. In the *What's your computer's name?* page, you can retain the default name shown in the *Computer name* text field or designate another name.

For example, you may want to base your notebook name on your name or a location, such as "Familyroom." In order for your notebook name to be displayed on a network, the name

- Must not be longer than 15 characters.
- Must include only numerals (0-9), letters (A-Z and a-z), and hyphens.
- Cannot include spaces.

You can also enter a description of your notebook in the *Description* field. The description can contain spaces and special characters. For example, you could describe your notebook as "David's game machine."

Register Online

In the Register Online with Hewlett-Packard page, you can

- Register your notebook—Complete the text fields.
- Register your operating system—Select the **Also Register with Microsoft** check box beneath the text fields.
- Indicate how you prefer to be contacted by Hewlett-Packard when you request help—Select or clear the check boxes above the Microsoft registration information.

To view the Hewlett-Packard Registration Privacy Statement, select the underlined link near the top of the page. To view the Microsoft Windows Registration Privacy Statement, select the underlined link near the bottom of the page. To return to the registration page from either of these pages, select **Back**.

To proceed with your registration and software setup, select **Next**.

If you connected your modem or network card during the “[Step 3: Connect the Communication Device](#)” section in [Chapter 1](#), “[Hardware Setup](#),” or connected the notebook to the Internet by another method, the Connecting to online registration page is displayed. This page describes the progress of your registration.

Create User Accounts

In the “Who will use this computer?” page, you can create a user account for each person who will use the notebook. User accounts enable each notebook user to create a personal notebook environment by choosing display and security settings, personal files, screen savers, and the appearance of the Windows desktop.

When Windows starts, the list of user accounts is displayed.

When a user account is selected, Windows opens according to the preferences set by that user.

Press the Finish Button!

When the “Thank you!” page is displayed, read the text, and then select **Finish**. Your notebook saves your preferences and restarts in Windows.

Select your user account, and then press **enter** to begin using your notebook. To protect your notebook, follow the instructions in [Chapter 3, “Next Steps.”](#)

Protect Your Notebook

You can use the information in this section to

- Protect the notebook from viruses.
- Protect the notebook from power surges.
- Protect your privacy.
- Use the notebook safely.
- Turn off the notebook properly.

For information about other notebook security features, such as passwords, disabling devices, and using an optional security cable lock, refer to the “Security” chapter in the *Hardware and Software Guide* on the *Notebook Documentation* CD.

Protect the Notebook from Viruses

When you use the notebook for email, connecting to a network, or Internet access, you expose the notebook to computer viruses. Computer viruses can damage or disable your operating system, applications, and utilities.

Norton AntiVirus software is preinstalled on your notebook to protect against such viruses. Norton Antivirus software can detect and destroy most viruses, and usually repair damage they have caused. To provide protection against newly discovered viruses, Norton Antivirus software must be periodically updated.

- For information about using and updating your Norton AntiVirus software, and for other information such as troubleshooting:

Select **Start > All Programs > Norton AntiVirus**. Then select the **Help & Support** button.

- For more information about computer viruses:

1. Select **Start > Help and Support**.
2. Type viruses into the **Search** text field.
3. Then press **enter**.

Protect the Notebook from Power Surges

To protect the notebook from power surges that may be caused by irregular electrical service or an electrical storm:

- Plug the notebook power cord into an optional, high-quality surge protector. Surge protectors are available from most computer or electronics retailers.
- Provide surge protection on the cable that connects the modem to a telephone line.
- During an electrical storm, either run the notebook on battery power or shut down the notebook and unplug the power cord.

Protect Your Privacy

When you use the notebook for e-mail, network, or Internet access, it is possible for unauthorized persons to obtain information about you, your notebook, and your data. Firewalls monitor all incoming and outgoing traffic on your computer by including features such as logging and reporting, automatic alarms, and user interfaces for configuring the firewall. To protect your privacy, it is recommended that you

- Keep your operating system updated. Windows updates usually contain security enhancements. For information about updating your operating system, select **Start > Help and Support**.
- Use the Windows operating system firewall available on your notebook. To learn more about this firewall:
 1. Select **Start > Control Panel > Network and Internet Connections > Windows Firewall**.
 2. Select the **General** tab.
 - ◆ To learn more about Windows Firewall, select the **What else should I know about Windows Firewall?** link.
 - ◆ To disable Windows Firewall, select **Off (not recommended)**.
 - ◆ To reenable Windows Firewall, select **On (recommended)**.
 3. Select **OK**.

Under some circumstances a firewall can block access to Internet games, interfere with printer or file sharing on a network, or block authorized e-mail attachments. To temporarily solve the problem, disable the firewall, perform the task, and then enable the firewall. To permanently resolve the problem, reconfigure the firewall as follows:

- ❑ If you are using Windows Firewall, select **Start > Help and Support** to search for instructions on reconfiguring the firewall.
- ❑ If you are using an optional firewall, refer to the firewall documentation or contact the firewall manufacturer.

Use the Notebook Safely



WARNING: To reduce the risk of electric shock or damage to your equipment:

- Plug the power cord into an electrical outlet that is easily accessible at all times.
- Disconnect power from the notebook by unplugging the power cord from the electrical outlet (not by unplugging the power cord from the notebook).
- If provided with a 3-pin attachment plug on your power cord, plug the cord into a grounded (earthed) 3-pin outlet. Do not disable the power cord grounding pin; for example, by attaching a 2-pin adapter. The grounding pin is an important safety feature.



WARNING: To reduce the risk of serious injury, read the *Safety and Comfort Guide*. It describes proper workstation setup, and proper posture, health, and work habits for notebook users. The *Safety and Comfort Guide* also provides important electrical and mechanical safety information. This guide is available on the Web at <http://www.hp.com/ergo>, on the notebook hard drive, and on the *Notebook Documentation* CD included with the notebook.



WARNING: To avoid potential discomfort or burns, do not block the air vents or use the notebook on your lap for extended periods. The notebook is designed to run demanding applications at full power. As a result of increased power consumption, it is normal for the notebook to feel warm or hot when used continuously. The notebook complies with the user-accessible surface temperature limits defined by the International Standard for Safety of Information Technology Equipment (IEC 60950).

For safety and regulatory information refer to *Regulatory and Safety Notices* on the *Notebook Documentation* CD and to the printed *Wireless Regulatory Notices* document included with your notebook.

Turn Off the Notebook Properly

Whenever possible, turn off the notebook by using the standard Windows shutdown procedure for your operating system:

- In Windows XP Home:

Select **Start > Turn Off Computer > Turn Off**.

- In Windows XP Professional:

Select **Start > Turn Off Computer > Shut Down**, and then select **OK**. (If you connect your notebook to a network domain, the Turn Off Computer button may be replaced by the Shut Down button.)

If the notebook does not respond, try the following shutdown procedures:

- Press **ctrl+alt+delete**. Then

- ☐ If the notebook is running Windows XP Home:

Select **Shut Down > Turn Off**.

- ☐ If the notebook is running Windows XP Professional:

Select **Shut down > OK**.

- If the notebook does not respond to the ctrl+alt+delete procedure, press and hold the power button for 5 seconds.

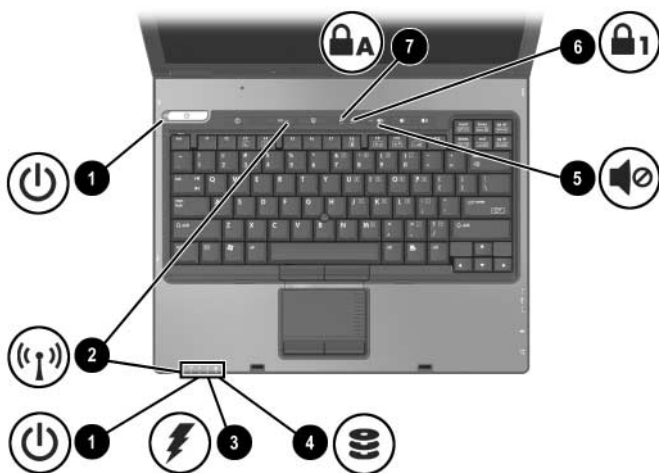


You should only use the power button to shut down the notebook when the system does not respond to any of the shutdown procedures listed above. Using the power button to shut down the system can result in file corruption and data loss.

Component ID

Top Components

Lights

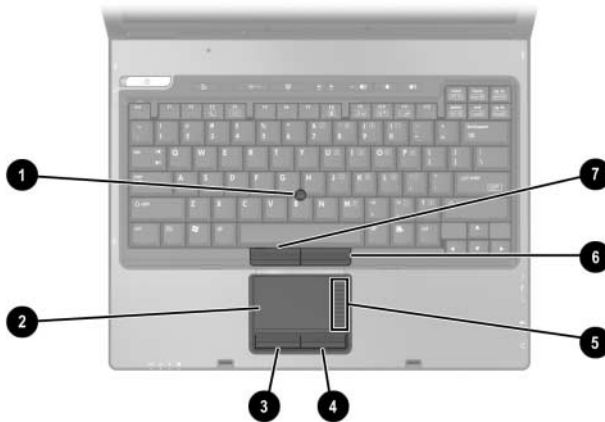


Component	Description
❶ Power/standby lights (2)	On: The notebook is on. Blinking: The notebook is in standby mode.
❷ Wireless lights (2)	On: An integrated wireless device has been turned on.

(Continued)

Component	Description
③ Battery light	<p>Amber: A battery pack is charging.</p> <p>Green: A battery pack is close to full charge capacity.</p> <p>Blinking amber: A battery pack that is the only available power source has reached a low-battery condition. When the battery reaches a <i>critical</i> low-battery condition, the battery light begins blinking more quickly.</p> <p>Off: If the notebook is connected to an external power source, the light is turned off when all batteries in the notebook are fully charged. If the notebook is not connected to an external power source, the light is turned off until the battery reaches a low-battery condition.</p>
④ Integrated Drive Electronics (IDE) drive light	On: A drive in the hard drive bay or MultiBay II is being accessed.
⑤ Volume mute light	On: System sound is turned off.
⑥ Num lock light	On: Num lock is on or the embedded numeric keypad is enabled.
⑦ Caps lock light	On: Caps lock is on.

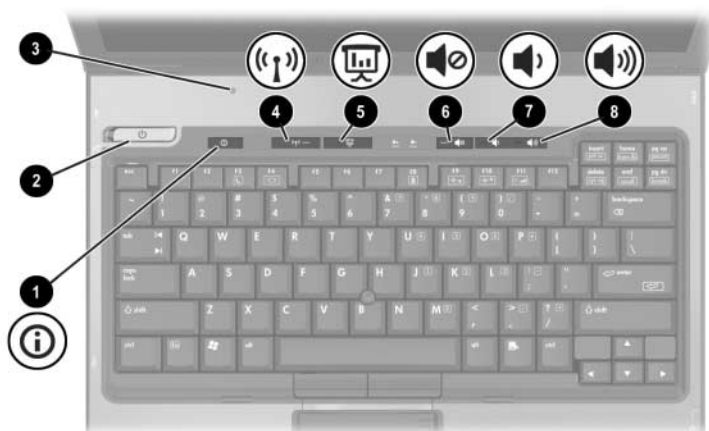
Pointing Devices



Component	Description
❶ Pointing stick	Moves the pointer and selects or activates items on the screen.
❷ TouchPad*	Moves the pointer and selects or activates items on the screen. Can be set to perform other mouse functions, such as scrolling, selecting, and double-clicking.
❸ Left TouchPad button*	Functions like the left button on an external mouse.
❹ Right TouchPad button*	Functions like the right button on an external mouse.
❺ TouchPad scroll zone*	Scrolls up or down.
❻ Right pointing stick button	Functions like the right button on an external mouse.
❼ Left pointing stick button	Functions like the left button on an external mouse.

*This table describes default settings. For information about changing the functions of TouchPad features, refer to “Using the TouchPad” in Chapter 3, “Pointing Devices and Keyboard,” in the *Hardware and Software Guide*.

Buttons



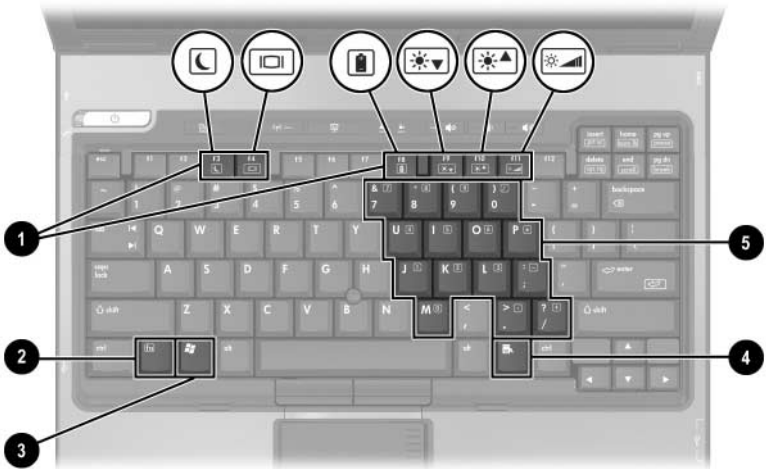
Component	Description
❶ Info Center button	Enables you to view a list of commonly used software solutions.
❷ Power button*	<p>When the notebook is</p> <ul style="list-style-type: none">■ Off, press and release to turn on the notebook.■ In standby, press and release to exit standby.■ In hibernation, press and release to restore from hibernation. <p>If the notebook has stopped responding and Microsoft® Windows® shutdown procedures cannot be used, press to the left and hold for 5 seconds to turn off the notebook.</p>

*This table describes default settings. For information about changing the functions of power features, refer to “Power Options” in Chapter 2, “Power,” in the *Hardware and Software Guide*.

(Continued)

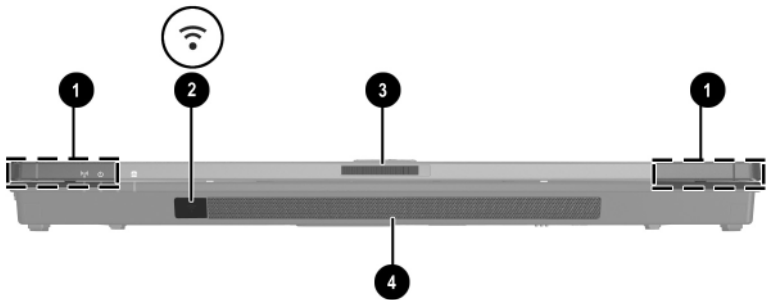
Component	Description
③ Display switch*	Initiates standby if the display is closed while the notebook is turned on.
④ Wireless button*	Enables and disables the WLAN and Bluetooth® devices.
⑤ Presentation mode button	Turns on Presentation mode.
⑥ Volume mute button	Turns off notebook sound.
⑦ Volume down button	Decreases notebook sound.
⑧ Volume up button	Increases notebook sound.
*This table describes default settings. For information about changing the functions of power features, refer to “Power Options” in Chapter 2, “Power,” in the <i>Hardware and Software Guide</i> . For information about using wireless features, refer to “Device Power States” in Chapter 11, “Wireless,” in the <i>Hardware and Software Guide</i> .	

Keys



Component	Description
❶ Function keys (f3 , f4 , and f8–f10)	Execute frequently used system functions when pressed in combination with the fn key.
❷ fn key	Executes frequently used system functions when pressed in combination with a function key or the esc key.
❸ Windows logo key	Displays the Microsoft Windows Start menu.
❹ Windows applications key	Displays a shortcut menu for items beneath the pointer.
❺ Embedded numeric keypad	Can be used like an external numeric keypad.

Front Components



Component	Description
❶ Wireless antennae (2)*	<p>Send and receive wireless device signals.</p> <p>⚠ Exposure to Radio Frequency Radiation. The radiated output power of this device is below the FCC radio frequency exposure limits. Nevertheless, the device should be used in such a manner that the potential for human contact during normal operation is minimized. To avoid the possibility of exceeding the FCC radio frequency exposure limits, human proximity to the antenna should not be less than 20 cm (8 inches) during normal operation, including when the notebook display is closed.</p>
<p>*The antennae are available only on select models. The antennae are not visible from the outside of the notebook. For optimal transmission, keep the areas immediately around the antennae free from obstructions.</p>	

(Continued)

Component	Description
② Infrared port	Provides wireless communication between the notebook and an optional IrDA-compliant device.
③ Display release latch	Opens the notebook.
④ Speakers (2)	Produce notebook sound.

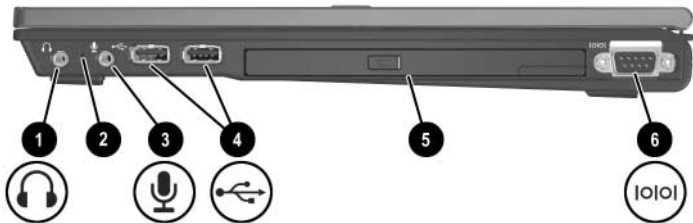
*The antennae are available only on select models. The antennae are not visible from the outside of the notebook. For optimal transmission, keep the areas immediately around the antennae free from obstructions.

Rear Components



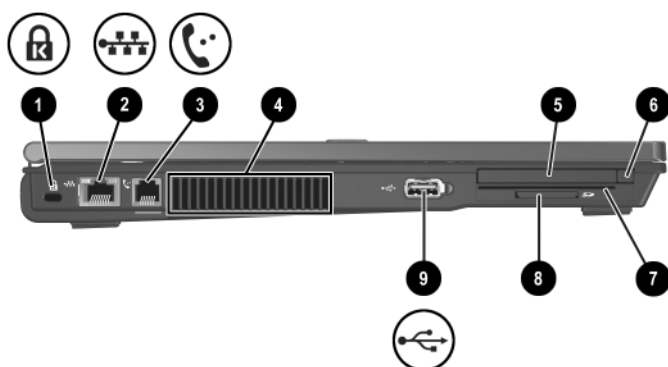
Component	Description
❶ External monitor port	Connects an optional external monitor or overhead projector.
❷ Power connector	Connects an AC adapter or an optional automobile or aircraft adapter.
❸ S-Video-out jack	<p>Is a 7-pin, dual-purpose jack. It connects an optional S-Video device such as a television, VCR, camcorder, overhead projector, or video capture card by means of an optional, standard (4-pin) S-Video cable.</p> <p>The extra 3 pins also enable an optional S-Video-to-composite adapter to be used with the notebook.</p>

Right-Side Components



Component	Description
❶ Audio-out (headphone) jack	Produces system sound when connected to optional powered stereo speakers, headphones, headset, or television audio.
❷ Internal microphone	Records sound.
❸ Audio-in (microphone) jack	Connects an optional microphone.
❹ USB ports (2)	Connects USB 1.1- and 2.0-compliant devices to the notebook using a standard USB cable.
❺ MultiBay II	Holds a MultiBay II device.
❻ Serial port	Connects an optional serial device.

Left-Side Components



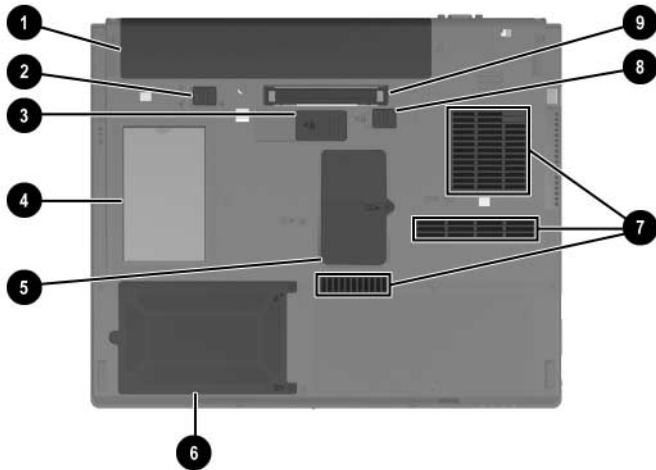
Component	Description
❶ Security cable slot	<p>Attaches an optional security cable to the notebook.</p> <p>△ The purpose of security solutions is to act as a deterrent. These solutions do not prevent the product from being mishandled or stolen.</p>
❷ RJ-45 (network) jack	Connects a network cable.
❸ RJ-11 (modem) jack	Connects a modem cable.
❹ Vent	<p>Enables airflow to cool internal components.</p> <p>△ To prevent overheating, do not obstruct vents. Using the notebook on a soft surface, such as a pillow, blanket, rug, or thick clothing, may block airflow.</p>

(Continued)

Component	Description
⑤ PC Card slot	Supports optional Type I or Type II PC Cards.
⑥ PC Card eject button	Ejects PC Cards from the PC Card slot.
⑦ Smart card reader	Accepts smart cards.
⑧ SD Card slot	Accepts SD (Secure Digital) Memory Cards.
⑨ USB port	Connects USB 1.1- and 2.0-compliant devices to the notebook using a standard USB cable.


Bottom Components

The following illustration and table identify and describe the components on the bottom of the notebook



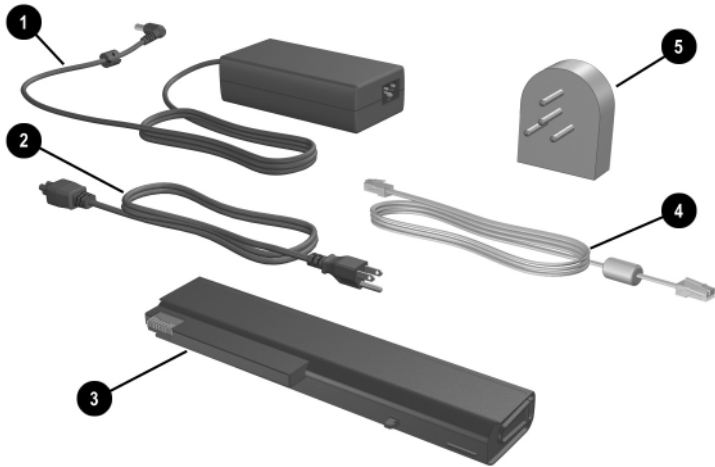
Component	Description
❶ Primary battery bay	Holds the primary battery pack.
❷ Primary battery locking latch	Secures the primary battery pack into the battery bay.
❸ Travel battery connector	Connects an optional travel battery.
❹ Business card holder	Holds a standard size business card.
❺ Expansion memory module compartment	Accepts one optional memory module.
❻ Hard drive bay	Holds the primary hard drive.

(Continued)

Component	Description
7 Vents (3)	<p>Enable airflow to cool internal components.</p> <p> To prevent overheating, do not obstruct vents. Using the notebook on a soft surface, such as a pillow, blanket, rug, or thick clothing, may block airflow.</p>
8 Primary battery release latch	<p>Releases the primary battery pack from the battery bay.</p>
9 Docking connector	<p>Connects the notebook to an optional docking device.</p>

Additional Hardware Components

The following illustration and table identify and describe the additional equipment that ships with the notebook



Component	Description
① AC adapter	Converts AC power to DC power.
② Power cord*	Connects an AC adapter to an AC wall outlet.
③ Primary battery pack*	Runs the notebook when the notebook is not connected to external power.
④ Modem cable*	Connects a modem to a telephone jack or a country-specific modem adapter.
⑤ Modem adapter*	Adapts the modem cable for a non-RJ-11 telephone jack.

*Power cords, modem cables, and modem adapters vary in appearance by region and country. Battery packs vary by model.

Additional Components

Optical Discs

Software on optical discs, such as CDs or DVDs, is included with all notebook models.

- The software packaged in the “Required for Setup” bag is not preinstalled on your notebook. Depending on how you want to use your notebook, you might want to install some or all of these applications.
- The software packaged in the “Save for Later” bag is preinstalled or preloaded on your notebook. The software discs are provided in case you ever need to repair or reinstall this software.
- Additional discs packaged with your notebook provide operating system recovery software and driver recovery software. Application recovery software is provided with select notebook models.
- The *Notebook Documentation* CD contains Adobe® Acrobat® PDF files, not software. The files on the *Notebook Documentation* CD are not preinstalled or preloaded on your notebook.

Labels

The labels affixed to the notebook provide information you might need when you troubleshoot system problems or travel internationally with the notebook.

- **Service Tag**—Provides the product name, product number (P/N), and serial number (S/N) of your notebook. You might need the product number and the serial number when you contact Customer Care. The Service Tag label is affixed to the bottom of the notebook. To display the information on the Service Tag on your screen, select **Start > Help and Support**.
- **Microsoft Certificate of Authenticity**—Contains the Microsoft Windows Product Key. You might need the Product Key to update or troubleshoot the operating system. This certificate is affixed to the bottom of the notebook.
- **Regulatory label**—Provides regulatory information about the notebook. The Regulatory label is affixed to the inside of the battery bay.
- **Modem Approval label**—Provides regulatory information about the modem and lists the agency approval markings required by some of the countries in which the modem has been approved for use. You might need this information when traveling internationally. The Modem Approval label is affixed to the inside of the memory compartment cover.
- **Wireless certification labels**—Some notebook models include an optional WLAN device and/or an optional Bluetooth® device. If your notebook model includes one or more wireless devices, a certificate providing regulatory information about each device and the approval markings of some of the countries in which the device has been approved for use is included with your notebook. You might need this information when traveling internationally. Wireless certification labels are affixed to the inside of the Mini PCI compartment cover.

Troubleshooting

If you experience problems with your notebook, you can

- Review this appendix for basic troubleshooting information.
- Access the Help and Support Center for additional information about your notebook.



Although many checkup and repair features require an Internet connection, many other features can help you fix a problem while the notebook is offline.

- Visit the HP support Web site at <http://www.hp.com/support> for answers to common questions.
- Contact Customer Care for any further assistance.

Quick Troubleshooting

Power Features

Several of the troubleshooting suggestions in this appendix refer to power features which vary by notebook model.

This notebook has a power button with a power light. It also has a battery light and a power/standby light associated with the power button.

- The locations and functions of the power features on your notebook are identified in this guide and in the *Hardware and Software Guide*, which is located on the *Notebook Documentation CD*.
- The following illustration identifies the icons for a power button ❶, a power/standby light ❷, and an AC adapter ❸.



Can the Notebook Not Be Turned On?

If the power light is off and the notebook cannot be turned on, adequate power may not be available to the notebook.

- If the notebook is running on battery power or is connected to an external power source other than an AC outlet, connect the notebook to an AC outlet using the AC adapter. Make sure the power cord and AC adapter connections are secure.
- If the notebook is connected to an AC outlet, verify that the AC outlet is providing adequate power by plugging another electrical device into the outlet.

When the power light is on, the notebook is receiving adequate AC power.

If the power/standby light is on, the notebook is on. If the power/standby light is blinking, the notebook is in standby mode.



If the notebook can be turned on when connected to external power but cannot be turned on when running on a battery pack, recharge the battery pack. For more information about running the notebook on battery power, refer to the “Power” chapter of the *Hardware and Software Guide*, which is located on the *Notebook Documentation CD*.

Is the Notebook Screen Blank?

If you have not turned off the notebook but the screen is blank, the notebook may be in standby or hibernation, or not set to display the image on the notebook screen.

- To resume from standby or restore from hibernation, briefly press the power button.

Standby and hibernation are energy-saving features that can be initiated by the system while the notebook is in Windows but is not in use:

- When standby is initiated, the power/standby light blinks, your work is saved in random access memory (RAM), and the screen clears.

In some software, including your Windows operating system, the term *standby* is replaced by the term *sleep*.

- When hibernation is initiated, your work is saved to a hibernation file on the hard drive, the notebook shuts down, and all power lights are turned off.

For more information about standby and hibernation, refer to the “Power” chapter of the *Hardware and Software Guide*, which is located on the *Notebook Documentation CD*.

- To switch the image to the notebook screen, press **fn+f4**:
 - ❑ On most notebook models, when an optional external display device, such as a monitor, is connected to the notebook, the image can be displayed at any time on the notebook screen, the external display, or on both the notebook screen and the external display simultaneously. When you press fn+f4, the image is switched among the notebook, one or more external display devices, and simultaneous display.
 - ❑ On some notebook models, the function of fn+f4 is determined by the software you are using. For information about the fn+f4 functions on your notebook, refer to the hotkeys section of the *Hardware and Software Guide*, which is located on the *Notebook Documentation* CD.

Is Software Functioning Abnormally?

If your software becomes unresponsive or responds abnormally:

- Restart the notebook:

- In Windows XP Home:

Select **Start > Turn Off Computer > Restart**.

- In Windows XP Professional:

Select **Start > Turn Off Computer > Restart > OK**. (On your notebook, the Turn Off Computer button may be called the Shut Down button, depending on your network connections).

If you cannot restart the notebook using these procedures, refer to the next section, [“Is the Notebook Unresponsive?”](#)

- Run a virus scan. For information about using the antivirus resources on your notebook, refer to your printed startup booklet.
- If the notebook feels extremely warm, allow it to cool to room temperature. For more information about notebook overheating, refer to [“Is the Notebook Overheating?”](#) later in this appendix.
- If you are using an optional cordless mouse, make sure that the mouse battery is adequately charged and that the cordless mouse is not causing interference.

Is the Notebook Unresponsive?

If the notebook has stopped responding, try first to shut down the notebook using the shutdown procedure for your operating system:

- In Windows XP Home:

Select **Start > Turn Off Computer > Turn Off**.

- In Windows XP Professional:

Select **Start > Turn Off Computer > Shut down > OK**.
(On your notebook, the Turn Off Computer button may be called the Shut Down button, depending on your network connections).

If the notebook remains unresponsive, try the following emergency shutdown procedures in the sequence provided:

- If the notebook is in Windows, press **ctrl+alt+delete**. Then

- ☐ If the notebook is running Windows XP Home:

Select **Shut Down > Turn Off**.

- ☐ If the notebook is running Windows XP Professional:

Select **Shut down > OK**.

- If you cannot shut down the notebook by using ctrl+alt+del, press and hold the power button for at least 5 seconds.
- If you are unable to shut down the notebook by using the power button, remove the battery pack and disconnect the notebook from external power.

Is the Notebook Overheating?

It is normal for the notebook to feel warm to the touch while it is in use. But if the notebook feels *extremely* warm, it may be overheating because a vent is blocked.

If you suspect that overheating could be causing the problem, allow the notebook to cool to room temperature. Then be sure to keep all vents free from obstructions while you are using the notebook.

Vent locations are identified in your printed startup booklet and in the *Hardware and Software Guide*, which is located on the *Notebook Documentation CD*.

Is an External Device Not Working?

If an external device does not function as expected:

- Turn on the device as instructed in the device documentation. Some devices, such as monitors and printers, must be turned on before the notebook is turned on.
- Verify that
 - ❑ All device connections are secure.
 - ❑ The device is receiving electrical power.
 - ❑ The device, especially if it is an older device, is compatible with your operating system. For compatibility information, select **Start > Help and Support**, or visit the Web site of the device manufacturer or provider.
 - ❑ The correct drivers are installed and updated. Drivers may be available on a CD included with the device or on the Web site of the device manufacturer or provider. For more information about updating drivers, select **Start > Help and Support**.

If the problem involves accessing or displaying files on a device with removable storage such as a CD, DVD, or digital memory card, refer to the AutoPlay section in your notebook documentation. The AutoPlay section is in the *Hardware and Software Guide*, which is located on the *Notebook Documentation CD*.

Help and Support Center

To access the Help and Support Center, select **Start > Help and Support**. In addition to providing information about your operating system, the Help and Support Center provides

- Information about your notebook, such as model and serial number, installed software, hardware components, and specifications.
- Answers to questions about using your notebook.
- Tutorials to help you learn to use notebook and operating system features.
- Updates for your operating system, drivers, and the software provided on your notebook.
- Checkups for notebook functionality.
- Automated and interactive troubleshooting, repair solutions, and system recovery procedures.
- Links to Customer Care specialists.

Contact Customer Care

If you are unable to find the help you need by using the Help and Support Center at **Start > Help and Support**, you may need to contact Customer Care.

Preparing to Call Customer Care

To receive the fastest possible resolution of your problem, have the notebook and the following information available when you call.

- Serial number (S/N) and product number (P/N), which are provided on the Service Tag.
 - The Service Tag label is affixed to the bottom of the notebook.
 - To display the Service Tag information on the notebook screen, select **Start > Help and Support**.
- Purchase date on the invoice.
- Conditions under which the problem occurred.
- Error messages that have been displayed.
- If an optional printer is connected to the notebook, the manufacturer and model of the printer.
- Operating system version number and registration number.

To display the operating system version number and registration number, select **Start > Help and Support**. (On some notebook models, the registration number may be identified in the Operating System table as the *Product Id*).

Contacting Customer Care by E-mail or Telephone

If the notebook is connected to the Internet, select **Start > Help and Support** to get help by e-mail or to access customer support telephone numbers.

If the notebook is not connected to the Internet, refer to the printed *Worldwide Telephone Numbers* booklet (English only) included with the notebook to contact Customer Care.

Taking the Notebook to a Service Partner

In addition to providing the information listed in the “[Preparing to Call Customer Care](#)” section earlier in this appendix, be sure to delete all passwords or to disclose all passwords to the service partner.

- For information about deleting a Microsoft Windows password, refer to **Start > Help and Support**. (The deletion procedures vary with the types of Windows passwords you have set).
- For information about deleting an HP password, refer to the *Hardware and Software Guide*, which is located on the *Notebook Documentation* CD.
- To contact Customer Care, refer to the printed *Worldwide Telephone Numbers* booklet (English only) included with the notebook.

System Restore

The notebook system restore process provides several ways to recover system functionality. The *Software Recovery* disc and *Operating System* disc enable you to recover or repair your notebook without losing personal data. The *Operating System* disc also enables you to reinstall the operating system software provided with the notebook.



For best results, attempt to recover optimal notebook functionality by using the following procedures *in the order described here*.

Safeguarding Your Data

Software or devices added to the notebook can cause your system to become unstable. To safeguard your documents, store personal files in the My Documents folder and periodically create a backup copy of My Documents.

Altiris Local Recovery

Altiris Local Recovery protects the files on your computer by storing copies of files, called snapshots. If files on your computer are accidentally deleted or corrupted, you can easily restore the files yourself. You can also roll back your complete file system to a previous state.

Altiris Local Recovery provides protection of files by backing up files to a hidden Altiris recovery partition. When you install the software, the Recovery Agent Partition Wizard guides you through the process of creating the recovery partition. After the partition is created, the notebook restarts and creates the first snapshot. After the snapshot is created, the notebook restarts and the software makes the snapshots available for recovery through Windows.

Local Recovery is installed with a default schedule so that snapshots of your files are automatically taken on a regular basis. You can change the snapshot schedule. For more information, refer to the Altiris Local Recovery Help.

You can access your snapshots in the Altiris Recovery Agent folder. Right-click the Altiris Recovery Agent icon on your desktop, and then select **Open**. To restore one of the snapshots, select the snapshot to restore, and then drag the file to the appropriate location on your hard drive.

For more information on configuring and using Altiris Local Recovery, visit the HP Web site at <http://www.hp.com/go/easydeploy> or open the software and select **Help** on the menu bar.

System Restore Points

System restore is an operating system feature that enables you to undo harmful changes to your notebook software by restoring your software to an earlier time, called a *restore point*, when your software was functioning optimally.

Restore points are restorable, benchmark “snapshots” of your software, driver, and operating system files. The notebook sets restore points at regular intervals and may set additional restore points whenever you change your personal settings or add software or hardware.

Manually setting additional restore points provides additional protection for your system files and settings. It is recommended that you manually set restore points

- Before you add or extensively modify software or hardware.
- Periodically, whenever the system is performing optimally.

Restoring to any restore point does not affect your data files. For example, restoring your system software to an earlier time will not affect documents or e-mails that you saved after that time. All System Restore procedures are reversible.

Setting a Restore Point

To set a system restore point manually:

1. Select **Start > Help and Support > System Restore**.
2. Select **Create a restore point**, and then follow the instructions on the screen.

Restoring to a Restore Point

To restore the notebook to a restore point:

1. Make sure the notebook is connected to a reliable AC outlet through the AC adapter.
2. Select **Start > Help and Support > System Restore**.
3. Select **Restore my computer to an earlier time**, and then follow the instructions on the page.

Repairing or Reinstalling Applications

All applications preinstalled or preloaded on your notebook can be repaired or reinstalled by using the *Software Recovery* disc.



If you have not reinstalled your operating system, some applications preloaded on your notebook, such as those available in the Software Setup utility, can also be repaired or reinstalled from your hard drive.

The application reinstallation process repairs or replaces corrupted system files within the application and reinstalls deleted system files within the application.

- In most cases: If the application you are repairing or reinstalling is still installed on your notebook, the reinstallation process does not affect your settings within the application.
- In all cases: If an application has been deleted from your notebook, the reinstallation process reinstalls the application or utility to the factory image.

Reinstalling Applications from Your Hard Drive

To reinstall a preloaded application or utility from your hard drive:

- » Select **Start > All Programs > Software Setup**, and then follow the instructions on the screen. (When you are prompted to select the software you want to reinstall, select or clear the appropriate check boxes.)

Reinstalling Applications from Discs


To reinstall applications from discs:

1. Insert the disc into the optical drive.
 - ☐ If autorun is enabled, an installation wizard opens.
 - ☐ If autorun is disabled, select **Start > Run**. Enter
x:\setup.exe
where *x* is your CD drive designation
and then select **OK**.
2. When the installation wizard opens, follow the installation instructions on the screen.
3. Restart the notebook if prompted.


Repairing the Operating System

To attempt an operating system repair without deleting your personal data, use the *Operating System* disc that was shipped with the notebook:

1. Connect the notebook to a power outlet through the AC adapter and turn on the notebook.
2. Immediately insert the *Operating System* disc into the notebook.
3. Shut down the notebook using the standard shutdown procedure for your operating system.

 If you are unable to shut down the notebook using the operating system, press and hold the power button for 5 seconds.

4. Press the power button again to start the notebook.
5. When prompted, press any key to boot from the disc. (After a few minutes, the Welcome to Setup page is displayed.)

 On the Welcome to Setup page, do *not* press **R** (step 8 in this procedure) until you have completed steps 6 and 7.

6. Press **enter** to continue. (A Licensing Agreement page is displayed.)
7. Press **f8** to accept the agreement and continue. (The “Setup” page is displayed.)
8. Press **R** to repair the selected Windows installation. (The repair process begins. This process may take up to 2 hours to complete. The notebook restarts in Windows after the process is complete.)

Reinstalling the Operating System



CAUTION: To prevent the loss of all of your personal data, back up your data before reinstalling the operating system. Personal data and any software you have installed on the notebook will be lost during the operating system reinstallation process.



During the reinstallation, you may be prompted for your Product Key. Your Product Key is provided on the Microsoft Certificate of Authenticity label affixed inside the battery bay.

If other recovery efforts do not successfully repair the operating system, you can reinstall it.


To reinstall the operating system:

1. Connect the notebook to an AC outlet through the AC adapter and turn on the notebook.
2. Immediately insert the *Operating System* disc into the notebook.
3. Shut down the notebook using the standard shutdown procedure for your operating system.



If you are unable to shut down the notebook using the operating system, press and hold the power button for 5 seconds.

4. Press the power button again to start the notebook.
5. When prompted, press any key to boot from the disc. (After a few minutes, the Welcome to Setup page is displayed.)
6. Press **enter** to continue. (A Licensing Agreement page is displayed.)
7. Press **f8** to accept the agreement and continue. (The “Setup” page is displayed.)
8. Press **esc** to continue installing a new copy of the operating system instead of repairing it.
9. Press **enter** to set up the operating system.

10. Press **C** to continue setup using this partition.
11. Select **Format the partition using the NTFS file system (Quick)**, and then press **enter**.
 Formatting a drive deletes all current files.
12. Press **F** to format the drive. The reinstallation process begins. This process takes 1 to 2 hours to complete. The notebook restarts in Windows when the process is complete.

Reinstalling Device Drivers and Other Software

After the operating system installation process is complete, you must reinstall drivers.

To reinstall drivers, use the *Driver Recovery* disc included with the notebook:

1. While running Windows, insert the *Driver Recovery* disc into the optical drive.

If you do not have autorun enabled, select **Start > Run**. Then type `D:\swsetup\appinst\setup.exe` (where *D* indicates the optical drive).

2. Follow the on-screen instructions for installing the drivers.

After the drivers are reinstalled, you must reinstall any software you added to the notebook. Follow the installation instructions provided with the software.

Updating Reinstalled Software

It is strongly recommended that you update all reinstalled software.

Depending on the settings you used on your former configuration, some software may have been updated without your knowledge.

Use the following update procedures as soon as your notebook is connected to the Internet:

- To update your operating system and the software included on your notebook, select **Start > Help and Support**.
- To update software that was not provided on your notebook, follow the instructions included with the software. Many applications include an update feature that you can access from a Help button or menu item within the application.

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